

## Memorandum

**To: EVV Providers**

**FROM: My Choice Wisconsin**

**DATE: January 14, 2022**

**RE: Electronic Visit Verification Soft Launch Extended/Transition  
Provider Readiness Plan**

---

On November 9, 2021, The [Wisconsin Department of Health Services released a notice](#) that the “Electronic Visit Verification (EVV) Soft Launch has been extended” and the hard launch consequences would not go into effect on January 1, 2022.

As outlined in the communication, this is NOT a cancelation of EVV. All applicable expectations for Soft Launch remain. This extension allows providers to increase their readiness for when Hard Launch occurs.

Currently, the Family Care and Partnership Managed Care Organizations (MCOs) are working collaboratively to develop an aligned plan to support providers with systems readiness and compliance with EVV post-Hard Launch. As part of the plan, MCOs are committing to assure that providers are not penalized from a reimbursement standpoint for noncompliant EVV claims for a time after Hard Launch. MCOs are setting pre-determined targeted percentages of compliant claims as an indicator of a provider’s EVV readiness. MCOs will work collaboratively with providers not meeting targets on transition plans for compliance prior to any claims being denied.

In the coming weeks, MCOs will be partnering with providers to determine the appropriate steps when a provider is not in compliance. Upon development of that part of the process, MCOs will be communicating the collective policy to all affected providers. If you have any questions, please reach out to [evv@mychoicewi.org](mailto:evv@mychoicewi.org).